

The CSC Team

Computer Sciences Corporation (CSC) understands the enormity of the challenge to assess the organization, design training systems, recommend performance support tools, and evaluate the impact of both present and potential methodologies and technology. To help IRS meet that challenge, CSC has assembled a team that can address all facets of the modernization effort and reduce the risks associated with transition and change. We have the knowledge, people, and the partnership commitment to be the IRS's best choice for the TPD program in three Service Areas:

Service Area 1 Research, Analysis, and Evaluation of Training Strategies

Service Area 3 Creation of Specific Courses, Curriculum, and Performance Development of Materials

Service Area 5 Organization Development Training and Consulting

Computer Sciences Corporation

Computer Sciences Corporation is a world leader in the science of information technology and its application to achieve clients' business objectives. No other company offers the full range of services at the level of quality we provide—from consulting in the strategic use of information through system design and development, system integration, and system outsourcing. The company's consistent record of growth and leadership over the years is the result of recognizing and responding to trends and innovations in information technology with practical strategies that solve the business problems of clients. With annual revenues of \$6.3 billion and nearly 44,000 employees in more than 600 offices worldwide, CSC provides clients with a wide range of professional services, including management consulting, information systems consulting and integration, and operations support.

The CSC Team Members

CSC offers the IRS an outstanding team of contractors with the resources, shared vision, and management ability to ensure success. The CSC Team is strong in its ability to engineer solutions and facilitate excellence while being sensitive to the needs of those involved. Our Team members are:

CSC

Allen Communications

AmerInd, Inc.

JWK International Corporation

Macro International, Inc.

Professional Software Engineering, Inc.

Soza & Company, Ltd.

University of Maryland, Baltimore County

R & J Technical Services

SDS International, Inc.

Software Development Corporation

Tradewinds International
Multi Media Team Training, Inc.
Westech International, Inc.

The CSC Team provides our IRS customers with the depth and breadth of experience and resources needed to respond rapidly, effectively, and successfully to TPD requirements for the three referenced Service Areas. The benefits of working with the CSC Team include:

- Documented performance credentials on work of similar size, scope, and complexity.
- A team firmly anchored in the vision of the IRS Corporate Education goals.
- A team capable of facilitating Organizational Development including field assessment, performance management and support, evaluation, career counseling, and research/analysis.
- A team with large-scale training systems development credentials and a formalized methodology -- The Courseware Factory Process -- that directly maps to the IRS Training and Development Quality Assurance System (TDQAS) training development life cycle.

The Courseware Factory Process

For the production of training products, the CSC Team employs a comprehensive methodology called The Courseware Factory process. This unique approach -- pioneered and matured by CSC -- adapts the principles of systems engineering and applies them to courseware production. This approach (1) incorporates the time-proven Instructional Systems Design (ISD) process, (2) is consistent the IRS TDQAS and with the Carnegie Mellon Software Engineering Institute initiative, (3) and employs the procedures of incremental testing and review.

For example, courseware developers employ object-oriented programming to permit insertion of the code they write as a template or *object*, which can be inserted into many programs and reused. This reuse principle speeds the development of many types of CBT screens.

Standard processes and protocols enhance standardization by cueing analytical and procedural tasks throughout production to foster consistency and provide documentation. The distinct phases of The Courseware Factory process ensure structure, discipline and oversight to courseware production. Combined with established CSC quality assurance procedures, which ensure quality by oversight, The Courseware Factory process ensures quality, by design, for all courseware from the ground up.

By combining a dedicated and flexible staff with a program of total quality management, the CSC Team is geared to provide its single most important product – customer satisfaction – through quality products. The CSC Team exploits today's rapidly evolving training technologies and uses leading-edge methodologies to provide training solutions uniquely crafted and customized to fulfill individual customer needs, schedule, and budget.

The benefits of The Courseware Factory to our customers are ***products that work as planned, delivered on time, on budget – and at a lower cost.***

Computer Sciences Corporation

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